



## PASSWORD RESET BY SECURITY QUESTION OR EMAIL

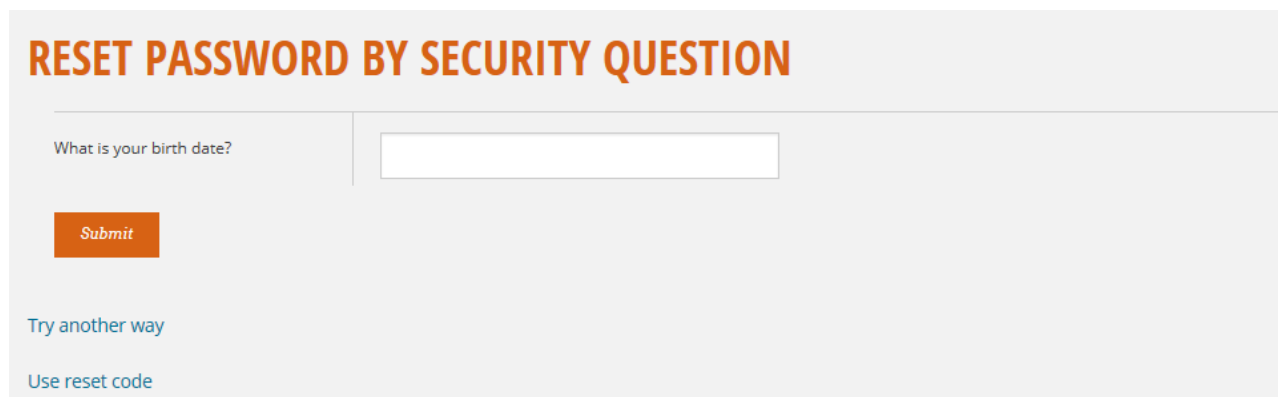
### Password Reset by Security Question

1. Go to IllinoisJobLink.com. Click **Log In / Register**. The login drop-down displays.

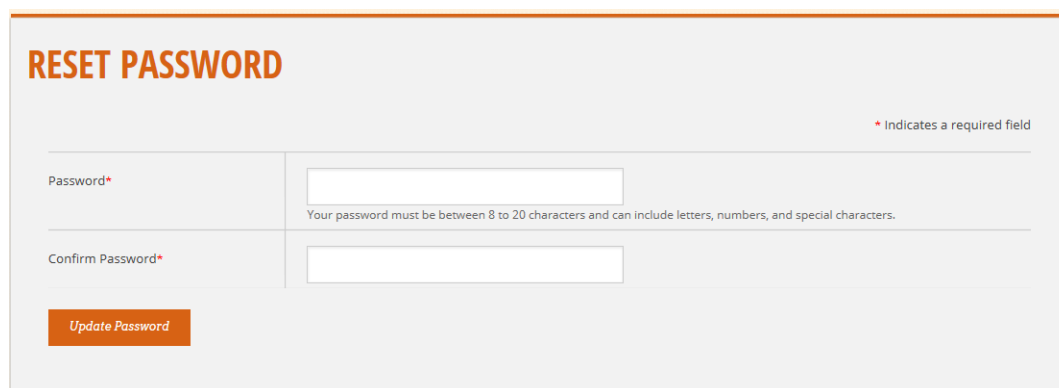
2. Click **Forgot Username or Password**. The Forgot Password / Forgot Username page displays.
3. Type your username under **Forgot Password** and click “**Submit**.” The Reset Password Options page displays.

4. To reset your password by security question, click **“Security Question.”** Enter the answer to your security question and click, **“Submit.”**

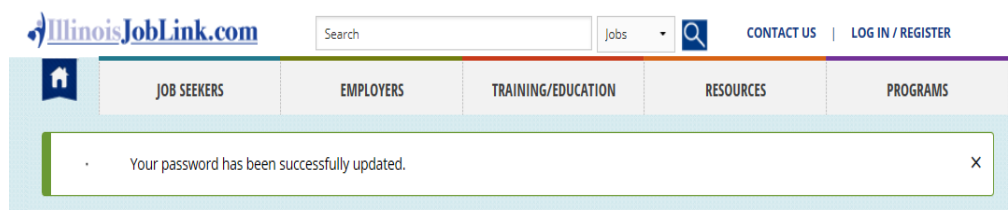
**Note:** Most security questions that ask for your date of birth must be answered in one of these formats: **MM-DD-YYYY** or **MM/DD/YYYY**. Security Answers are case and format sensitive (i.e. enter the answer **EXACTLY** as when you created it).



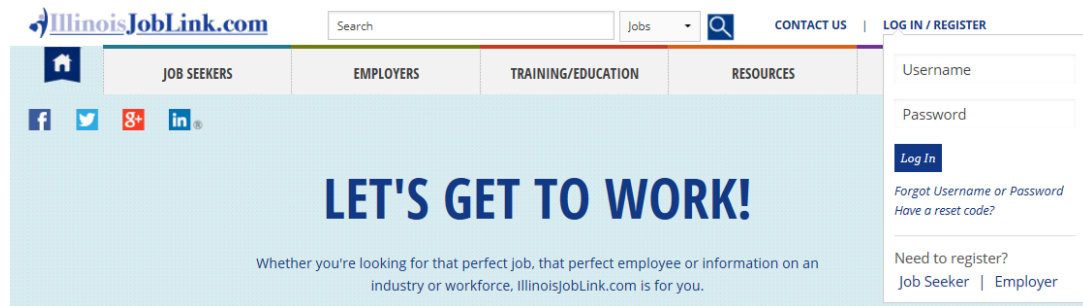
5. After answering your security question, you will be prompted to reset your password. If you are not taken to the **“Reset Password”** page, contact the IJL Help Desk at 877-342-7533. If you call us, we kindly ask for your patience as we are experiencing an extremely high call volume.



6. On the **“Password Reset”** page, type your new password, then re-type to confirm. Click **“Update Password.”** You are returned to the IllinoisJobLink.com home page and will see a confirmation message that your password has been updated.



7. Click **Log In / Register**. The login drop-down displays. Type your username and the newly updated password.

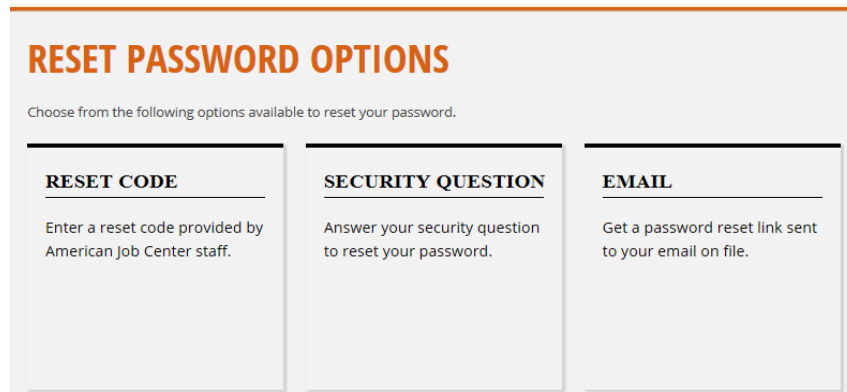


The screenshot shows the IllinoisJobLink.com homepage. The header includes the site logo, a search bar, a 'Jobs' dropdown, and links for 'CONTACT US' and 'LOG IN / REGISTER'. Below the header is a navigation bar with 'JOB SEEKERS', 'EMPLOYERS', 'TRAINING/EDUCATION', and 'RESOURCES'. The main content area features a large blue banner with the text 'LET'S GET TO WORK!' and a subtext: 'Whether you're looking for that perfect job, that perfect employee or information on an industry or workforce, IllinoisJobLink.com is for you.' On the right side, the 'LOG IN / REGISTER' dropdown menu is open, showing fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot Username or Password', 'Have a reset code?', 'Need to register?', 'Job Seeker', and 'Employer'.

**Note:** If you receive the message stating you are locked out, wait 15 minutes before attempting to login with your newly reset password.

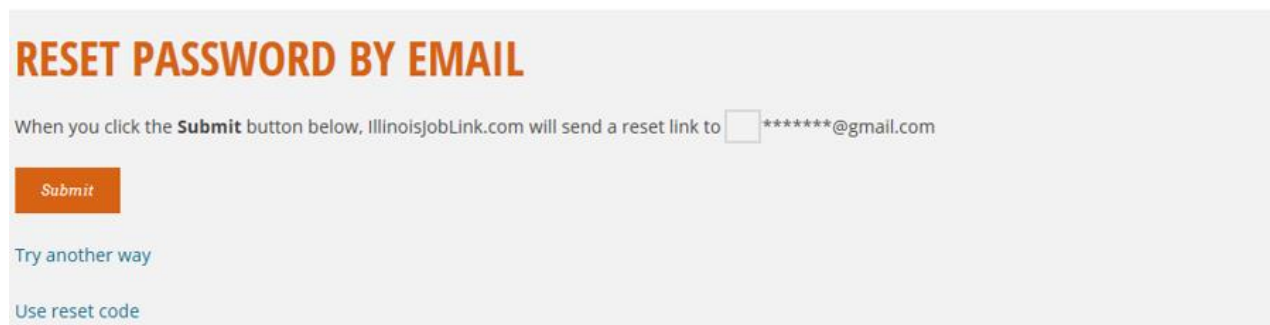
## Password Reset by Email

Follow Steps 1 through 3 above. From the **“Reset Password Options”** page, if you have confirmed your email address, you will see **Email** as a reset option. Click **“Email.”**



The screenshot shows the 'RESET PASSWORD OPTIONS' page. It has a title 'RESET PASSWORD OPTIONS' in orange. Below the title is a subtitle: 'Choose from the following options available to reset your password.' There are three columns of options: 'RESET CODE' (Enter a reset code provided by American Job Center staff.), 'SECURITY QUESTION' (Answer your security question to reset your password.), and 'EMAIL' (Get a password reset link sent to your email on file.).

The **“Reset Password by Email”** page displays, click **“Submit.”** If the email that appears is not the email you currently use, reset your password using the security question option or contact the IJL Help Desk at 877-342-7533.



The screenshot shows the 'RESET PASSWORD BY EMAIL' page. It has a title 'RESET PASSWORD BY EMAIL' in orange. Below the title is a subtitle: 'When you click the **Submit** button below, IllinoisJobLink.com will send a reset link to'. There is a text input field containing '\*\*\*\*\*@gmail.com'. Below the input field is an orange 'Submit' button. Below the button are two links: 'Try another way' and 'Use reset code'.

You will receive an IllinoisJobLink.com email with a password reset link. The **“Password Reset”** page displays after you click the link. Return to Step 6 above and follow the process to reset your password and log in to IllinoisJobLink.com.

If you are unable to reset your password by security question or email, please contact the IllinoisJobLink.com Help Desk at 877.342.7533. For security reasons, we are unable to send reset codes by email.

## TROUBLESHOOTING

Issue	Solution
I reset my password, but I'm still locked out.	If you were locked out for too many incorrect password attempts, you must wait 15 minutes before attempting to login with your newly reset password. If you have waited 15 minutes and are still unable to log in contact the IJL Help Desk at 877-342-7533.
Why won't my security answer work?	Most security questions that ask for your date of birth must be answered in one of these formats: <b>MM-DD-YYYY</b> or <b>MM/DD/YYYY</b> . Security Answers are case and format sensitive (i.e. enter the answer <b>EXACTLY</b> as when you created it).
Why do I receive a different security question with each attempt?	If you are getting different security questions asked, or if you do not recognize your security question, make certain you are entering your correct IllinoisJobLink.com username in the "Forgot Password" box. If you are still unable to answer your question correctly contact the IJL Help Desk at 877-342-7533.
When confirming by email, my email address is different than the one shown.	Reset your password using the security question option. After successfully resetting your password, in the left-hand menu, go to "My Profile" and update your contact information with your current email address.
How can I get a password reset code?	For security reasons, we are unable to send reset codes by email. Contact the IJL Help Desk at 877-342-7533.